

# *Governor's Award*

for Quality and Productivity

## *Award Categories*

Customer Service

Efficiency and Process Improvement

Innovation



A handwritten signature in black ink, appearing to read "Matt Blunt".

Governor of Missouri

Coordinated By:  
Office of Administration  
Division of Personnel

# **SCHEDULE OF EVENTS**

## **WELCOME & INTRODUCTION**

***Paul Buckley, Interim Director of Personnel, Office of Administration***

## **KEYNOTE SPEAKER**

***Mike Parson, Governor***

## **AWARD PRESENTATIONS TO WINNING TEAMS**

***Mike Parson, Governor***

## **PROJECT AWARDS**

### **Customer Service**

#### **Call Center Transformation with Genesys Cloud Platform**

Office of Administration—ITSD

Department of Labor and Industrial Relations

Department of Revenue

Department of Social Services

Genesys

### **Efficiency/Process Improvement**

#### **Fulton State Hospital's Improving Medication Process Efficiency**

Department of Mental Health

### **Innovation**

#### **Algoa Correctional Center Honor Dorm Team**

Department of Corrections

## **CLOSING REMARKS/PHOTOS**



### **Program Description**

The Governor's Award for Quality and Productivity (GAQP) is a team award recognizing service excellence, efficiency/process improvement, and innovation in Missouri State Government. Teams employed by the State of Missouri who successfully complete a project with another section, division, department, agency, or community organization are eligible to submit a nomination.

Nominations must provide documentation that may include but is not limited to, background information, procedures, and measurable impact of the project nominated. All winning projects must meet established requirements of effectiveness, responsiveness, and efficiency of such quality that would make the project a model of excellence in state government nationally.

### **The GAQP through the Years**

The GAQP was originally established in 1988. At that time, nominations could be submitted for a project that was completed and received department/agency approval. The nominations were reviewed by a Selection Committee based on a set of criteria. Award winners were identified, and sometimes multiple winners were awarded in one criteria area. Improvements continued to be made to the GAQP over the years. In 2001, the use of specific award categories was introduced.

The most recent enhancement to the GAQP program was implementing the Pinnacle Award in 2010. The Pinnacle Award is not available for nomination. It is only used (recommended) by the Selection Committee if, in their opinion, the nomination encompasses multiple award categories in a manner that exemplifies the spirit of the Governor's Award or exceeds all other nominations.

Today the GAQP may recognize winning teams in three categories: **Customer Service, Efficiency/ Process Improvement, and Innovation** to serve as a model of efficiency, quality, and effectiveness for other Missouri State Government work teams to follow.

In 2023, 18 nominations were received for consideration representing 11 state agencies. Today, we recognize and congratulate the winning teams.

## CUSTOMER SERVICE

### Call Center Transformation with Genesys Cloud Platform

*Office of Administration*

*Department of Labor & Industrial Relations, Department of Revenue,*

*Department of Social Services and Genesys*

#### **Team Members:**

Jim Brock	Jared Brockman	Shirley Byrd	Nichole Conway
Angie Craig	Scott Dunn	Casey Gilmore	Matt Hankins
Alan Jackson	Alex Porter	Robert Simms	Sara Smith
Fonda Thomas	Brooklyn Wasser	Susan White	Hannah Wilson
Darcy Woerner	Scott Woerner		

#### **Project Summary:**

The Office of Administration ITSD Network set out to transform call centers across Missouri because citizens needed a better experience when contacting the state, and the state needed an improved way to manage call centers across agencies. ITSD recommended the Genesys Cloud System and the CITGC approved the recommendation in early 2020. This project has proven to be exceptional as it offers agencies the ability to positively impact stakeholders and holds true to the Office of Administration vision statement of, "Excellent customer service, every time."

The scope of this project was profound, covering 12 executive agencies, SOS, STO, and OSCA. Citizens now have omni-channel access and DSS FSD implemented a first-of-its-kind integrated scheduler allowing clients to schedule appointments without having to wait for an agent. Additionally, multiple agencies have implemented a call-back feature allowing citizens to ask for a call-back at their convenience. This has saved the state nearly \$1 million annually in storage fees.

The team reviewed multiple processes and streamlined the 92 legacy call centers into 33 more efficient call centers. Additionally, based on successes achieved, two brand new call centers have been created. Team members participated in hundreds of hours of calls and meetings with the Genesys team and agency staff during the project, in addition to their regular responsibilities, which included sustaining existing platforms servicing 49,000+ employees. The OA-ITSD team spearheaded the migration of this platform to a higher level of service for our citizens. They were greatly supported by colleagues from DOLIR, DOR, and DSS whose contributions were invaluable.

The Genesys Cloud platform is the State of Missouri's first enterprise cloud journey and was a great success. The state is now considered a leader in call center transformation and other states are reaching out to model Missouri's leadership in customer service and innovation. The ITSD team continues to work with various agencies and Genesys to lead the way for exciting new initiatives and continued successes.

## **EFFICIENCY AND PROCESS IMPROVEMENT**

### **Fulton State Hospital's Improving Medication Process Efficiency**

*Department of Mental Health*

#### **Team Members:**

Andrew Atkinson	Rachel Bailie	Susan Bedford	John Brown
James Busalacki	Jennifer Conder	Susan Gnade	Lisa Franz
Victoria Jenne	Susie Kemp	Amber Koontz	Heather Osborne
Bonnie Poole	Robert Reitz	Kevin Riley	Eva See
Josh Wood	Tara Yates		

#### **Project Summary:**

Fulton State Hospital is Missouri's only high-security forensic psychiatric hospital. It consists of 449 beds and treats some of the most dangerous and mentally-ill citizens. Providing high-quality care to these potentially difficult patients can result in complicated medication regimens, tailored for each patient. To improve the medication administration processes, project team members used the Department of Mental Health's (DMH) Robust Process Improvement methodologies to identify issues, design solutions, measure improvements, and provide change management to ensure changes remained effective.

Through workplace observations (Gemba walks), the project team uncovered challenges faced by frontline caregivers. Following a thorough analysis, exploration of potential solutions, and in-depth discussions with experts, they identified a technology that could significantly improve current processes. This technology would streamline workflows by eliminating unnecessary steps and effectively address multiple pain points.

In collaboration with change leaders, the project team designed, tested, and refined new workflows enabled by innovative technologies: the Parata A TP2 automated pouch packager and the InspectRx imager. This powerful duo transformed medication packaging for the pharmacy, enabling them to dispense medications quickly, accurately, and tailored to each patient. Single, user-friendly pouches consolidated medications, minimizing packaging waste and storage needs, while also reducing the burden of medication opening for nurses. Even more significantly, this technology eliminated the need for nurses to make multiple medication passes, freeing up valuable time for crucial patient interactions and staff collaboration, replacing manual tasks with therapeutic engagement. The compact and organized pouch system further simplified medication administration for patients.

The project yielded additional benefits, including improved medication auditability and traceability, reduced infection control risks, cost savings through bulk purchasing, and the integration of Certified Medication Technicians into the staff. Due to these successes, other DMH facilities have adopted this technology to simplify and standardize their medication processes.

## INNOVATION

### **Algoa Correctional Center Honor Dorm Team**

*Department of Corrections*

#### **Team Members:**

Christina Blakemore	Ashley Chambers	Andrew Fancher	Cheryl Haase
Wayne Hofstetter	Jacob Johnson	Stanley Keeley	Kyle Kempker
Adam Koestner	Denver Mistler	Haven Nichols	Jessica Overstreet
Rebecca Pierson	Aaron Ross	Brian Schmutz	Angela Umstattd-Schmutz
April Vanover			

#### **Project Summary:**

The team at Algoa Correctional Center in Jefferson City, Missouri, has taken the concept of prison honor dorms to a new level. The ACC team set out to develop a multifaceted incentive-based housing program that challenges residents not only to engage in pro-social behaviors but also to take responsibility for themselves, their home, and their communities — inside and outside prison walls.

To incentivize a higher quality of living, the ACC team created within their 1915-built complex a remodeled housing unit boasting a lounge, a library and study room, a private recreation yard, appliances, house plants, and even a house dog named Honor.

The standards to live in this space are high. Program applicants must demonstrate good conduct; a job assignment or education enrollment; completion or facilitation of a programmatic class; participation in restorative-justice community-service activities; and staff recommendations arising from a rigorous screening process.

The rewards are equally high. In addition to inhabiting a welcoming space, Honor Program members get perks such as first call to meals, dibs on premium jobs, and freedom to regulate their own schedules. They also enjoy special family day visits wherein loved ones enter the secure perimeter and spend time with residents on the yard or in the gym. There, families have picnics, play sports, share meals, and build stronger connections.

The elevated honor dorm concept has affected every facet of life at ACC. The rate of conduct violations has plummeted facility-wide as residents modify their behavior with the goal achieving honor status. Staffing patterns have been streamlined, as the reduced need for employees in honor units enables administrators to concentrate staff where they are most needed. And morale has improved for everyone, as a culture of responsibility and respect permeates day-to-day life. Residents released from ACC reenter society better equipped for success.



# GOVERNOR'S AWARD

## QUALITY AND PRODUCTIVITY

### NOMINATED TEAMS BY CATEGORY

#### CUSTOMER SERVICE

##### **Division of Employment Security Call Center Enhancements** **Department of Labor and Industrial Relations**

*Team Members:*

Caleb Albertson, Angela Anderson, Jeremy Beller,  
Jim Brock, Jared Brockman, Jerry Duvall,  
Sonnie Gowin, Amanda McComb, Alex Porter,  
Kathleen Redel, Scott Woerner

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##### **Customer Service Representatives on Demand**

##### **Department of Revenue**

*Team Members:*

Mike Adams, Cheryl Bosch, Alicia Carpenter, Cindy Doss, Emily Duncan, Cory Eikermann, Bryana Francis, Seth Golden, Josh Hibdon, Wanda Mengwasser, Amanda Mormann, Chris Newland, Todd Rakow, Mary Jo Schwermer, Susan White

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##### **Motor Vehicle and Driver License Division Electronic Notification**

##### **Department of Revenue**

*Team Members:*

James Andris, Jackie Bemboom, Crystal Carter, Kelly Farris, Dustin Fortson, Mandy Hamburg, Tracye Harmon, Lexi Holt, Heather Holtmeyer, Dana O'Connell, Krista Shikles, Gina Wisch

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##### **MoDOT's File Compliance Team**

##### **Department of Transportation**

*Team Members:*

Taylor Brune, Kellen Burns, Cole Duenckel, Nathan Fontaine, Loretta McKeller, Eric Meister, Cheryl Roberts, Reagan Schmidt

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##### **Tableau Center of Excellence**

##### **Office of Administration**

*Team Members:*

Joe Kirby, Dewey Mallette, Garrett Mayer, Julie Saperstein, Jesus Thomas, Crystal Wilson, AJ Womack



# GOVERNOR'S AWARD QUALITY AND PRODUCTIVITY

## EFFICIENCY / PROCESS IMPROVEMENT

Compliance Initiative

Department of Economic Development

***Team Members:***

Penny Bishop, Ciara Cheatum, Daniel Epler, Peggy Robinson,  
Sarah Warren

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I-49 Missouri-Arkansas Connector

Department of Health and Senior Services

***Team Members:***

Nicole Gamm, Michelle Harbert, Peggy Huddleston,  
Elizabeth Woodward

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SEMA's Public Assistance Section

Department of Public Safety—SEMA

***Team Members:***

Ellen Balkenbush, Matthew Boley, Joe Brenneke, David Burgan, Jim Clad, Kathy Falter, Karen Lute, Pamela Mallinckrodt, Angie Mengwasser, Patrick Noonan, Julianna Pritchett, Jonathan Rogers, Valerie Siebert, Janice Wieberg

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**Business Intelligence Solutions-Enterprise Warehouse Dashboard (BIS-EDW) Rollout Project**

Department of Social Services—MO Health Net

***Team Members:***

Lisa Forck, Ryan Gesch, Darin Hackmann, Muhammad Mahood, Mary Ellen McCleary, Anne McEwen, Tisha McGowen, Joshua Moore, Rudra Panday, Lisa Smith, Zana Stephenson, Dr. Paul Stuve

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**General Registration System (GRS) Project Zero**

Department of Revenue

***Team Members:***

Ricky Cook, LeAnne Fisher, Alicia Holtmeyer, Jessica Jackson, Cynthia King, Preciosa Ilena, Rosina Loethen, Brandon Lopez, Tammy Mertens, Jessica Owens, Sarah Pruitt, Jessica Reynolds, Nora Smith, Ken Struemph, Dana Summerford, Diane Vandergriff, Wayne Wallingford, Beverly Watson, Samuel Wells



## GOVERNOR'S AWARD QUALITY AND PRODUCTIVITY

### EFFICIENCY / PROCESS IMPROVEMENT (Cont.)

#### Off-System Bridge Program Regionalization Department of Transportation

##### *Team Members:*

Ashley Buechter, Chris Crocker, Dave Earls, Laura Ellen, Cynthia Hawcroft, Dave Koenig, James Laughlin, Joanie Prenger, Andrew Seiler, Sunny Wilde, Kelly Wilson, Gabriel Wolken

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#### Improve IT Office of Administration

##### *Team Members:*

Josh Bradley, Rosalind Brown, Tara Dampf, Eva "Dee" Goss, Sayard Harris, Heather Hathaway, Brett Hicks, Irene Hollandsworth, Lisa Johnson, Jerrica Leonard, Travis Rehagan, James Sigler, Stacy Strope, David Zapf

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#### STO-IT—Missouri Empowerment Scholarship Accounts Program (MESAP) Tax Credit Interface

##### State Treasurers Office

##### *Team Members:*

Ryan Ferrell, Jordan Gonterman, Vanessa Wetch

### INNOVATION

#### OA-ITSD Onboarding Office Administration

##### *Team Members:*

Anglea Anderson, Austin Burdine, Teresa Byrd, Tara Dampf, Sayard Harris, Christian Henley, Emily Loethen, Zach McDaniel, Kimarley Mowatt, Jeff Partridge, Travis Rehagen, Cally Vandegriffe, Starr Zahner

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#### Screening Improvement Project (SIP)

##### Department of Health and Senior Services

Missouri Consolidated Health Plan, Missouri Department of Corrections, Gateway of Hope, American Cancer Society, Siteman Cancer Center, Anthem, Inc., University of Missouri-Columbia, Diagnostic Imaging Center

##### *Team Members:*

Meghan Andrews, Anthony Belenchia, Paula Fox, Melanie Gowdy, Maggie Grotefendt, Sandy Hentges, Valerie Howard, Aimee James, Emily Kalmer, Regan Krummen, Xarria Lewis, John Makowski, Katie Manga, Jane McElroy, Tiffani Muessig, Misty Phillips, Abbie Sanderson, Sarah Van Vickle-Chavez, Dr. Jean Wang,

# Thank You

## GAQP Selection Committee

Shartina Campbell  
Department of Social Services

Kathryn O'Hagan  
Office of Administration

Karen Miller  
Department of Transportation

John Mosley  
Department of Corrections

Mike O'Connell  
Department of Public Safety

Adam Perkins  
Department of Health & Senior Services

Debra Walker  
Department of Mental Health

Colette Weckenborg  
Department of Natural Resources



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